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UNITED STATES PATENT AND TRADEMARK OFFICE
IN RE THE APPLICATION OF:

Stuart et al.

Grp. Art. Unit: 2645

Application No: 09/366,114

Examiner: S.P. Sing

Filing Date: August 2, 1999

Date: June 9, 2004

SYSTEM AND METHOD FOR
PROVIDING A SERVICE TO
A CUSTOMER VIA A
COMMUNICATION LINK

Atty. Dkt. No: Stuart-ISAM

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Technology Center 2600

RESPONSE TO OFFICE ACTION

In response to the Office Action dated March 11, 2004, please consider the attached Declaration, the list of claims and the following remarks. This response includes the following items, which each begin on a separate sheet:

1. List of Claims
2. Remarks

I certify that this paper or fee was mailed with sufficient postage via first class mail on the 9th day of June, 2004 to the Director of United States Patent and Trademark Office, P.O. Box 1450, Alexandria, VA 22313-1450. Name Printed : Carrie Stremming: Signature

Carrie Stremming